

# The Fireflies

## Frequently asked questions



### **I am not very confident booking things online. How easy is it to book onto the Fireflies?**

Very easy. Just follow the link <http://www.st-faiths.lincs.sch.uk/wraparound-care-the-fireflies/> and you will find lots of information and our booking system. If you need any help, contact the school and we can help you.

### **I have booked onto the Fireflies for after school but I no longer need the session. Can I cancel?**

Of course. We can either credit your OpenPlay account with the full amount paid, or you can have a refund into your bank account – however there is a small fee for this option from Stripe.

### **I haven't booked onto the Fireflies for after school but I suddenly need to as I am running late. Can I book right up to 3pm?**

Yes, you can book right up to the time. If you have a problem booking or have no time to book on (in an emergency) call the office and we will manually book your child on. We will then arrange the payment with you.

### **I start work at 9.10am and it is a rush to get to work after I have dropped my child at school. Can I use the Fireflies but from only 8.30am?**

Of course. We start at 7.30am but you can come at any time, up to 8.45am. We serve breakfast from 8am so if you are arriving after 8.30am, it is preferable that your child has eaten breakfast. However, if they haven't, let the staff know and we will feed them!

### **My child goes to an after school club. Can they still go to the Fireflies after that?**

Yes. The staff from the Fireflies will collect them or the after school club will deliver them.

### **My child is in Nursery. Are they too young to go to the Fireflies?**

Not at all. We have several Nursery children who use the Fireflies for breakfast and after school. They love it!

### **I have booked my child into the Fireflies for after school because I can no longer pick up at 3pm. My child doesn't know they are going. Should I call the office?**

Yes, please. We can then tell your child so that they know in advance. We can also inform the Fireflies staff, in case they need to update their register (for late bookings).

### **Can I collect my child from the Fireflies at any time after school?**

Yes, you can. Pop along to the Fireflies entrance and ring the bell. If they are not in the hall, they have a portable bell which they can hear. If for any reason they don't come to the door, pop along to the Office.

### **Do the children have the chance to go outside when they are at the Fireflies?**

Every day! Between 3pm and 4pm the children go outside to play. If it is too cold or wet, they use a Year 2 classroom for activities until 4pm. From approximately 4pm (when any after school clubs have finished in the hall) the Fireflies move into the hall, for their food and more fun!

### **Do the children get food at the Fireflies after school?**

Yes, they do. They have a substantial snack at approximately 4.15pm. The food is provided by Good Lookin Cookin and prepared by the staff. There is a menu available at <http://www.st-faiths.lincs.sch.uk/wraparound-care-the-fireflies/>

### **My child is vegan. Can you cater for her?**

Yes, we can cater for all dietary requirements e.g. vegan, vegetarian, gluten free etc.

### **What do the children have for breakfast?**

There are always healthy cereals, toast, juice and milk available. The children then have different choices each day e.g. boiled eggs, porridge, croissants, crumpets. They sometimes have their own homemade bread and juices or smoothies that they have made themselves!